

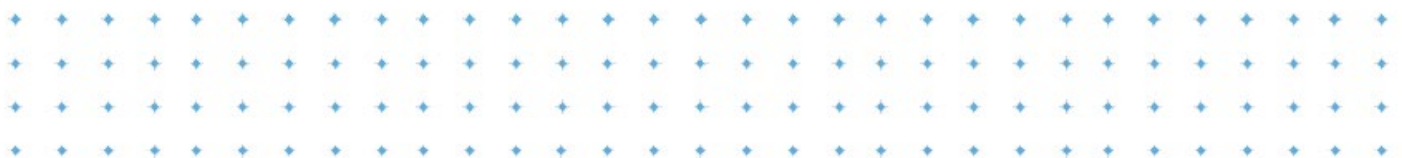


Lumen Lane Neighborhood Resident & Family Handbook



LIGHT of HEARTS VILLA

A Ministry of the Sisters of Charity Health System



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Policy and Procedure Manual Statement

Light of Hearts Villa recognizes the need for a Policy and Procedure manual for Lumen Lane. This manual addresses the Care Policy and Procedure when caring for those with Alzheimer's Disease and Dementia. This is a reference manual for Staff of Light of Hearts Villa, it does not take the place of the facility's manual. This manual will serve as the driving force of the neighborhood and will help navigate admission, discharge, activities and caregiving. All employees will have the opportunity to review the manual and will be informed of where it is located.

Mission Statement

We are devoted to providing premier senior Residential living and community outreach services. Through our faith-based values, we affirm the integrity of each person and encourage them on their journey of aging.

Dementia defined by the Alzheimer's Association

Dementia is a general term for loss of memory, language, problem-solving and other thinking abilities that are severe enough to interfere with daily life. Alzheimer's is the most common cause of dementia.

Symptoms of Dementia

Symptoms of dementia can differ from person to person. Often symptoms start gradually and progressively get worse. Some common dementia symptoms can be problems with short-term memory, keeping track of purse or wallet, paying bills, planning and preparing meals, remembering appointments, and traveling out of the neighborhood.



Admissions from the Community

Is Lumen Lane right for you?

Lumen Lane seeks to provide continuity in an appropriate level of care for Residents and their individual abilities. The Director of Wellness and/or the Certified Dementia Care Manager (CDCM) interviews each candidate and family or responsible party prior to admission and will conduct a home visit or on-site assessment to determine your loved one's care level, personal needs and any special considerations. Each candidate will be individually assessed while considering the admission criteria that are pre-determined in order to provide a productive and enriching environment for living. Upon acceptance to Lumen Lane, our Residents are provided the same services and opportunities as all Light of Hearts Villa Residents under the conditions of the Resident Agreement.

Lumen Lane Assisted Living at Light of Hearts Villa

We would like to extend the “Lumen Lane Neighborhood Resident & Family Handbook” as a warm welcome to your loved one's new home. The mission of Lumen Lane is “*to enable Residents with memory impairment to experience a life of dignity.*” Lumen Lane is a unique level of care for those who may be challenged by the daily obstacles of memory impairment but do not require the professional nursing services of a Long-Term Care Center. Lumen Lane offers a specifically designed environment that is tailored to meet the needs of individuals with cognitive deficits. This specialized design seeks to eliminate environmental barriers and create a personalized and inviting setting. Lumen Lane provides regularly scheduled religious services as well as planned life enrichment and recreational programming.

Lumen Lanes consists of 26 suites with in-suite bathrooms. All suites are licensed for single or double occupancy. Each suite provides living areas to accommodate personal furnishings, sentimental belongings and needed space for walkers and wheelchairs. All suites and bathrooms offer emergency alert systems. Each suite has closet space.

Lumen Lane provides conveniently located Dining Rooms on the first and second floors. A Private Family Dining Room is also available within Light of Hearts Villa by reservation. There is a large activity room on each floor within Lumen Lane and a beautiful secured courtyard. Lumen Lane Residents must be appropriate to reside in community setting as supervision is always present within the neighborhood, but not within each individual suite, activity room, or courtyard.

Lumen Lane Residents are also encouraged to participate in the daily operations of their home, if they so desire. Residents who reside in Lumen Lane have opportunities to partake in life enrichment, recreational programs and special events throughout Light of Hearts Villa, as well as off-campus. A signed outing consent must be on file at Light of Hearts Villa for Residents to participate in off-campus outings. This form is part of the admissions paperwork.

We believe that each employee and family member are vital members of our team. The success of each Resident at Light of Hearts Villa is dependent on the team. Our Light of Hearts Villa team consists of the Executive Director, Director of Wellness, Life Enrichment Director/CDCM, Nurse, Life Enrichment Staff, Caregivers, housekeeper, dietary manager, social worker, physician and staff with CDP credentialing. Support and on-going education are crucial when caring for those with Alzheimer’s Disease and Dementia.

Respecting Residents and creating an environment that promotes dignity, self-respect and independence are key pillars to care. We realize that each Resident is an individual and we strive to understand each of their needs and promote well-being.



Ethics Policy

Light of Hearts Villa believes that each employee should act in a way that assures our mission and values are at the forefront of care. Our staff and management shall provide premier care for social, physical, and spiritual well-being of all Residents and their families.



Light of Hearts Villa Interdisciplinary Team

Lumen Lane provides a coordinated approach to meeting the needs of each Resident. The Light of Hearts Villa Interdisciplinary Team includes The Executive Director, Director of Wellness, Admissions/Marketing Director, Director of Life Enrichment/CDCM and Wellness Coordinator. This dedicated group strives to maintain each Resident's independence and ensure Residents receive the appropriate level of care and services. The Interdisciplinary Team meets on a regular basis to re-evaluate Resident needs. The Resident or family may initiate a personal meeting at any time.

Lumen Lane Goals of Care

- Provide staff trained in Alzheimer's Disease and Dementia Care
- Provide a safe and secure environment
- To assist Residents with memory impairments in maintaining their independence and privacy while receiving the personal and supportive assistance they need in an adult-like setting
- Provide a success oriented activity program that encourages empowerment and independence
- Create a "home-like" and relaxing environment in Resident apartments, activity rooms and dining rooms
- To encourage Residents to do as much as possible for themselves in order to live a full and productive life with dignity
- To foster Resident's independence and encourage Residents to continue former lifestyles, interests, preferences, abilities, and limitations
- To provide Residents with nurturing and meaningful stimulation
- To provide family members with a supportive environment to assist in their caregiver journey
- Establish a dementia care library with resources for family members and staff
- Provide support groups and counseling for family members
- Provide continued support and opportunities for staff education
- To link families to services within the greater community



Delivery of Service Statement

- Activities will be offered 7 days and 7 nights a week. An activity will constitute as any program conducted by Life Enrichment Staff as well as Activities of Daily living.
- Light of Hearts Villa shall provide an Activity Program to meet the physical, mental, social, emotional and religious needs of Residents with Alzheimer's Disease or Dementia.
- Activities will meet the need of those suffering from early to middle stages of Alzheimer's Disease and other dementias.
- Dietary Department will provide nutritious meals and snacks that meet the needs of the Residents.
- Therapy screening and evaluations will assist in recommending and providing any necessary assistive devices for Residents.
- Director of Wellness and CDCM will ensure proper staffing levels for the Neighborhood.
- Interdisciplinary Team meetings on a regular basis will ensure Light of Hearts Villa is meeting the needs of Residents and the function of the neighborhood.
- The Social Service Department will offer family support and counseling if needed and direct family members to community support groups and resources.

A Deficiency Free Program Policy

The CDCM shall manage the neighborhood in conjunction with the Director of Nursing. Management of the neighborhood should act as if each day is "survey day," meaning:

- Light of Hearts Villa will stay updated on all state and federal regulations.
- Residents will be assessed on a yearly basis or if they have a change in behavior, function or cognition.
- Admission/Discharge Agreements will be signed upon Admission and reviewed annually with responsible party.

- Interdisciplinary Team will make notes of meetings and provide documentation for any Resident being transferred from the neighborhood.
- Documentation by all staff will be accurate and current.
- Each discipline will evaluate the Residents needs and provide any needed support or materials.
- Activities will be planned and designed based on the cognition and function of the Residents.
- Residents will be offered the opportunity to attend activities of choice or sensory stimulation as tolerated daily.
- Families will be invited and encouraged to attend activities with Residents.
- Life Enrichment Staff will document activities and participation levels.
- Life Enrichment Staff will provide 1:1 room visits to those not attending group activities.
- Caregivers will be scheduled and stationed in the activity rooms throughout the day to assist with activities and provide coverage if Life Enrichment Staff is not present.
- Staff will ensure lighting, temperature and spacing are in proper working order and immediately report issues to the Maintenance Director for repair.
- Lumen Lane will be home-like in common areas, hallways and Resident rooms.
- Per state regulations all staff will receive the initial Dementia Care training.
- All staff will be provided the opportunity for ongoing education and in-services regarding dementia care all year.
- Dining areas will be home-like with table cloths or placemats and dishes.
- The patio/courtyard will be safe and secure with a locked gate.
- Light of Hearts Villa will ensure safety protocols and fall risk measures are in place.
- Policies and Procedures will be established and enforced.
- Light of Hearts Villa will adhere to all state and local Fire Marshall codes.



Room Personalization

Residents and families are encouraged to decorate their loved one's room. Items should represent the Resident's preferences or interests. The room should feel homelike, comfortable and relaxing to the Resident.

Encouraged items are:

- Family Photos
- Large Print Clock
- Non-Toxic Plants
- Paintings
- Afghans & Bedspreads
- Decorative Pillows
- Furniture
- Favorite items
- Old photos from their younger days

Personal Hygiene Items

Families must provide all necessary personal care items. Personal care items must be stored in the locked cabinet in the Resident's bathroom. Items cannot be left out or stored where a Resident has access to them. Personal care items will be used under the supervision of wellness staff.

Approved items include but are not limited to:

- Shampoo & Conditioner
- Mouthwash
- Lotions
- Powders
- Toothpaste & Toothbrush
- Nail Polish and Remover
- Electric Shavers & Razors



Housekeeping Services

Housekeeper will vacuum all exposed areas; dust furniture and glass table tops; clean the kitchen sinks and faucets; wipe the outer area of the stove and refrigerator; clean the bathroom, empty all trash; and wipe down window ledges. Housekeepers are not responsible for cleaning the inside of refrigerators or ovens. Housekeepers are not responsible for rearranging furniture. Residents are asked to have surfaces clear of objects before dusting can be done. While additional floor rugs may seem attractive, they are not recommended because of fire and safety hazard posed to the Resident and staff members. Annual deep cleaning will be done once per year by the housekeeping staff.

Laundry Services

We recommend that all clothing and laundry items are machine washable and marked with the Resident's name prior to admission. Laundry Staff will collect soiled personal garments and linens on a regular schedule minimally once a week. Families may also take laundry home if that is preferred. Residents are also required to provide their own personal and labeled towels, a waterproof mattress pad, and bed linens (3-5 sets of towels and 2-3 bed linens are recommended).

Villa Medical Office

Light of Hearts Villa has multiple Physicians available at our on-site medical office, including a general practitioner, podiatrist, audiologist and a psychologist.

Appointments can be scheduled and confirmed through the Wellness Coordinator, ext. 522. All Lumen Lane Residents must be accompanied by a family member during their appointments both on and off campus. If a family member is unable to escort the Resident to the appointment, a personal care assistant may be assigned to escort the Resident to the appointment. Light of Hearts Villa will need advanced notice to make this accommodation and a fee will be charged to the responsible party. If transportation off campus is needed, an additional transportation fee will be charged to the responsible party.



Beauty and Barber Shop

The Beauty and Barber Shop at Light of Hearts Villa offers a full range of services, available by appointment. The Beauty and Barber Shop is located on the ground floor. You can schedule appointments by calling 330-608-7732. Beauty Shop charges are paid directly through the Beauty Shop.

Off Neighborhood Outings

Appropriate Residents may go off neighborhood for outings and activities. Any person taking a Lumen Lane Resident off neighborhood must report to Lumen Lane staff where they are taking the Resident. During off neighborhood outings Residents must be escorted and never left unattended for any reason. The person escorting the Resident must ensure that Residents are returned safely to the neighborhood and that Lumen Lane Staff is informed of their return. If you will be taking the Resident off campus you must alert the nurse and sign Resident out at the front desk. Authorization of any Resident going on an off-campus outing will be determined by the CDCM or Director of Wellness. Off campus outings provided by Life Enrichment Staff will be available monthly. Any fee associated with the outings will be charged to the following month's billing statement.

Mail

Lumen Lane family members are responsible to check the Resident's mailbox weekly. If you are unable to check the Resident's mailbox weekly, please change their address to the responsible party's address. Residents should only be receiving non-critical mail such as greeting cards or letters in their LOHV mailbox.

Valuables

Light of Hearts Villa does not accept responsibility for any possessions or valuables retained by a Resident in his/her apartment or on his/her person. Valuables such as jewelry and money are retained by Residents at their own risk and responsibility. Residents are encouraged not to keep items of significant value in their apartments. Residents are encouraged to purchase insurance to cover valuables. Light of Hearts



Villa and the Lumen Lane Neighborhood do not manage the finances or money of the Residents.

Residents' Rights

Light of Hearts Villa adopts Residents' Rights which provide each Resident with a right to a dignified existence, self-determination and communication with persons and services inside and outside the facility. Light of Hearts Villa must protect and facilitate the exercising of these rights. A separate document is included in the LOHV Welcome Packet that each Resident receives upon move-in.



Emergency Procedures

Fire

When the Fire Alarm Sounds – All Residents are to remain in their room until a representative from the Fire Department or an Employee of Light of Hearts Villa (LOHV) come and direct you to a safe area. Staff will give instructions to all Residents on how to proceed after evacuated from their room and give you the “ALL CLEAR” when you can return to your room.

Tornado and Severe Weather

All Residents must be evacuated to the GROUND FLOOR during a Severe or Tornado Watch/Warning Weather Alert. All Residents will use the Therapy/Exercise room, Employee Lounge, Ground Floor Laundry or Flower Room. If you are not evacuated, close all blinds and curtains and go to the bathroom which is the safest place in your room.

Await “ALL CLEAR” by LOHV Employees to return to your room.

Please contact the Director of Facility Operations at Ext. 512 if you have any questions.



Safety Precautions

As an Ohio Residential Care Facility (RCF), Light of Hearts Villa must abide by all the regulations of the State of Ohio including the Ohio Department of Health and the Ohio Fire Code. Please remember the following guidelines.

Decorations

- Live Christmas trees and greenery are not permitted
- Candles are not permitted
- All decorations must be nonflammable or flame-retardant
- Please do not block room entrance/exit or prop open Resident's room door

Electrical Safety

Please be aware that under no circumstances are Residents to have extension cords or plug-in adapters. Heated blankets or pads are also not permitted as they can be a fire hazard. Residents may use surge protectors with caution.

Ceiling Clearance

All ceilings require 18-inch clearance to allow the sprinklers to operate properly. Please do not stack items within 18 inches of the ceiling.



Phone Directory



FIRE | 440-232-1212 or 911

POLICE | 440-232-1234 or 911

Dr. Meyappan Somasundaram, MD | 216-328-0418

Bedford City Van | 440-735-6573

University Hospital | 440-735-3900

Bedford Post Office | 440-735-9712

Walgreens Drug Store (Bedford) | 440-232-6500

Villa Beauty/Barber Shop | 330-608-7732

Villa Residents' Telephone | 440-232-5700 (+ extension)

Villa Office Telephone | 440-232-1991 or Internal dial 0

[*Residents are in no way obligated to use the services listed here.](#)



State and Local Health and Human Services Departments

Any Resident may contact any of the following offices:

BOARD OF HEALTH

Cuyahoga County
5550 Venture Drive
Parma, OH 44130
(216) 201-2000

OHIO DEPARTMENT OF HEALTH

246 North High Street
P.O. Box 11
Columbus, OH 43215
(614) 466-3543
Complaint Unit Hot Line 1-800-342-0553

DEPARTMENT OF HUMAN SERVICES

Cuyahoga County
1641 Payne Avenue
Cleveland, OH 44114
(216) 987-7000

OHIO DEPARTMENT OF JOB & FAMILY SERVICES

30 East Broad Street
Columbus, OH 43215
(614) 466-2100

HEALTH DEPARTMENT

Eastern Regional Office (BLTCQ)
161 S. High Street, Suite 400, Ocasek Bldg.
Akron, OH 44308-1612
(330) 643-1300

WESTERN RESERVE AREA

AGENCY ON AGING

925 Euclid Avenue, Suite 600
Cleveland, OH 44115
(216) 621-8010

OHIO DEPARTMENT OF AGING

50 West Broad Street, 9th Floor
Columbus, OH 43215-3363
1-800-282-1206

OHIO OMBUDSMAN PROGRAM

2800 Euclid Avenue, Suite 200
Cleveland, OH 44115
(216) 696-2719 / 1-800-365-3112